

WHAT MAKES A GREAT COBRA PARTNER?

When your COBRA program isn't managed properly, you could be at risk. With the right COBRA administrator you can rest easy knowing nothing is getting missed. Here's what to look for in a partner:

Compliance mastery

Check that your partner is well-respected, follows written procedures, and independently monitors to ensure full compliance with regulations.

Navia monitors COBRA transactions to ensure continuous compliance. We provide transparency on all coverage details.

Automation

A partner should be equipped with technology to automate management. This ensures on-time delivery of required notices, and streamlines the process.

Navia's software hosts all needed information online, so you can download whatever you need at any time.

Customer service

One of the biggest complaints is not having dedicated support to help navigate coverage. A good partner provides a high level of personal engagement.

Navia fields all COBRA member and retiree phone calls, so no one comes to you. We also have a dedicated COBRA client team, so you don't sit on hold.

Educational support

A partner should make the process of adding or terminating coverage as simple as possible through online services and educational support.

Navia gives every client a dedicated implementation and renewal manager to provide educational support, and ensure everything is setup properly.



3 COBRA MISTAKES THAT CAN COST YOU MONEY

Non-compliance

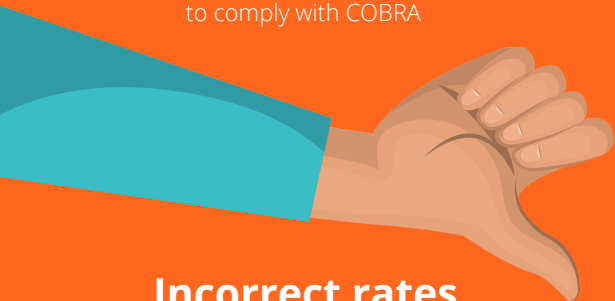
There are two main compliance mistakes with a big price:

1. ERISA \$110/day penalties per qualified beneficiary for failure to provide notices within COBRA timeline
2. Excise tax \$100/day per qualified beneficiary for failure to comply with COBRA



Sending rate change notifications too late

COBRA requires a 30 day rate change notice to the qualified beneficiary. If notices don't go out 30 days in advance, the qualified beneficiary can legally pay the old rate for 30 days after the notices go out.



Incorrect rates

Rates are sent to the qualifying beneficiary to help them decide on COBRA election. If the quoted rate doesn't align with what the carrier is billing the employer, there is no recourse to recoup missed funds.

